

***DRAFT***  
**IOWAccess Project 13 Meeting**  
**May 12, 1998**  
**Iowa Workforce Development**  
**ICN Sites: Cedar Rapids, Iowa City**

**Project Team Representatives**

Randy Davis, Co-Chair, Iowa Department of Human Services  
Dave Gannon, Co-Chair, Iowa Workforce Development  
John Hoffman, Iowa Department of Human Services  
Jeff Nall, Iowa Workforce Development  
Randy Ratekin, Iowa Department of Human Services  
Dave Stout, Children and Families of Iowa  
Lee Tack, Iowa Department of Education

**Project Community Partners**

Chuck Abel, Family Resource Development Association (FRDA)  
Marc Baty, Linn County Department of Human Services  
Chris Carman, HACAP  
Wendy Deutelbaum, North Light  
Sandy Koppen, United Way

**Staff**

Keri Badding, State Public Policy Group  
Deb Kazmerzak, State Public Policy Group

**Welcome and Introductions**

Self-introductions were made. Randy Davis, Project Co-Chair, introduced himself and expressed his enthusiasm on being part of the project.

Effective Thursday, May 14 Randy Ratekin will no longer be participating on this project since he has resigned from DHS. He thanked participants for their support and participation on the project.

**Project Status**

*North Light Update*

Wendy Deutelbaum, North Light, reported that the project is moving along on schedule.

*Galileo Demonstration*

Deutelbaum gave a demonstration of the Galileo project. Several changes have been made since the last demonstration given to the group. A sign-in desk has been added

which includes a two-word password, and links have been added along with the addition of locations and resources.

There was question of how a user can get out of the system when finished to ensure someone else does not enter the system under another's password. Deutelbaum replied that there is the opportunity on every screen for the user to exit the system, but she'll take the issue back to North Light and Crossroads for further consideration.

#### *FRDA*

FRDA is continuing to update the database and working to get all of the additional information and linkages into the system. Pilot site orientations have been established and there was an attendance for nearly all of the pilot sites. A Galileo demonstration was given at each site, questions were answered, and information was provided.

#### *IWD Interface*

Dave Gannon discussed the four main points under the contract revision. The interface cost for IWD will be approximately \$32,500.00. This money is part of the additional \$40,000.00 funded for the project by the steering committee. Participants asked questions related to the IWD interface. Gannon stated that this is not a duplication of the Galileo system since the source and methods used are still the same.

Koppen commented that if the system is web-enabled, we are eliminating the option for Information & Referral agencies to gain revenue for their services. Gannon explained the information will still be under a closed system and not accessible for all those who have access to the world wide web.

Cedar Rapids asked that Gannon gather more information to help them see the attractiveness of the proposal. Otherwise, there will not be a group consensus to use the IWD interface system. Gannon will continue to look into this issue and will offer more answers to the group at a later date.

#### *Other Project Issues*

Marc Baty listed several other issues he would like to see team members address. The issues include: revenue generation, carry-over of unexpended project funds, improved information management processes, status of other IOWAccess projects that will impact the Galileo project, second language (in terms of sustainability), and whether we have everyone included at the state team level that needs to participate.

Dave Gannon, Randy Davis, Linda Plazak and SPPG staff will meet to address these issues so team members can understand and proceed.

Davis mentioned that an evaluation is another piece of this project which team members need to be thinking of to determine whether we have accomplished our goals. Deb Kazmerzak informed members that the final report outline and requirements are being developed for the project. It would also be helpful to speak with persons in the

pilot sites to ensure that this system works for them in accessing the information they need.

Deutelbaum stated that North Light is working on several ways to measure consumer satisfaction with the system.

### **Hardware Procurement**

Dave Gannon gave background on the hardware procurement. He explained that the hardware maintenance is the responsibility of the pilot site. The warranty will be extended for the second and third year on-site warranty. If IWD were to purchase the equipment, they would be responsible for maintenance.

Gannon questioned whether there were any ideas for potential vendors. ICN reversed their earlier directive to indicate that the pilot may purchase the hardware rather than going through a state contract. The pilot site will continue to think about this and hopes to come to a decision yet this week.

### **Proposed Amendments to North Light contract**

The group discussed whether they were going to recommend amendments to the current contract.

North Light will be allocated \$3,000.00 for their system interface. The group agreed that a recommendation be made to do this.

There was discussion on whether the two-way e-mail system should be part of the project's recommendations. Dave Stout stated that from a provider's perspective, this information would be useful. Cedar Rapids group members are very much supportive of this. Koppen explained the e-mail system is strictly under the Galileo system and is not connected to the broader e-mail system. The group agreed that the e-mail system is useful and would like to recommend that the project be allocated the funding to continue these efforts. It is necessary to gain the sign off from ITS. Staff will relay any new information to all project partners.

Marc Baty requested that group members be made aware of who gives the final signal to proceed on any project efforts.

Gannon mentioned that he met with Linda Plazak of ITS. ITS would like more detail on the contract amendments before they are able to sign off on any of them. This includes the amendments for the Galileo/IWD interface. ITS also needs the work plan to be broken down so they are able to identify which tasks were completed. The tasks should also indicate how they fit into the overall timeline of the project.

### **\$178,000 - Expansion and System Enhancement**

Participants were not sure whether the Governor has yet signed this bill.

## **Marketing Plan/Outreach/Roll Out**

### *I & R Meeting*

Sandy Koppen discussed setting up meetings with other I&R agencies in the state. Nall stated that the group needs to discuss rolling this information out to other areas of the state and to consider fees currently charged by I&R agencies. It will be necessary to speak with other I&R agencies and discuss with them the changes that will be implemented. This issue will be addressed in future meetings.

Davis has spoken to Pat Brockett to discuss which types of groups should be involved in outreach. (I&R agencies, community action agencies, schools, state employees, users, providers).

Kazmerzak stated that an outreach plan is in the process of being developed, and any input from Project 13 team members would be greatly appreciated.

The marketing plan, roll out, and outreach plans are linked but are they interchangeable? It is important to define the difference between the three terms.

Volunteers were solicited to form a small group to discuss and develop a plan for marketing and outreach. We could also include this as an agenda item for the monthly team meetings. The working group includes: Randy Davis, Dave Gannon, Jeff Nall, Sandy Koppen, another I&R person or outside source, and someone from ITS. Staff will coordinate the meeting among work group members and notify them of meeting dates and locations.

Koppen stated that before we meet with the I&R agencies, we need to come up with answers to many of the outstanding questions.

Sustainability is another issue that needs to be addressed as we think about roll out.

Another issue is that it takes a long time for I&R agencies to gather all information and implement it into their system.

IWD will welcome suggestions from Project 13 members and I&R persons on different methods for roll out into other sections of the state.

## **Iowa Compass**

Iowa Compass provides a telephone referral service for persons with disabilities. They are concerned how we were going to interact with them to ensure that there is not an overlap in information.

Deutelbaum remarked that it is important to remember that there will be another section of the Galileo system for those who have related information. This Galileo information

software will allow information partners to maintain specialized subsets of the database (e.g. seniors, persons with disabilities) and upload that information to the regional information hub.

**Next Meeting**

Staff will schedule the next team meeting and will notify participants of meeting time and locations.

**Adjourn**

The meeting was adjourned at 4:00 p.m.